

# TOWER HAMLETS FRIENDS AND NEIGHBOURS

## Volunteers Privacy Notice

As the organisation for which you volunteer, Tower Hamlets Friends and Neighbours (THFN) needs to hold and process information about you and your circumstances. Some of this information is personal data; this means it can be used to identify you. The law gives you rights around what happens to this personal information.

This Privacy Notice is for volunteers and for applicants to become volunteers. It tells you who we are, what information we will collect, how we will use it, how we will keep it and who we will share it with.

### **About THFN**

THFN is a charity which provides befriending and advocacy services to older vulnerable people in Tower Hamlets and potentially the surrounding area.

THFN is a Data Controller registered with the Information Commissioner's Office. The registered office is St Margaret's House, 21 Old Ford Road, London, E2 9PL.

If you have any concerns about how we use your information, or wish to exercise any of your rights set out below, you should contact the Operations Manager on 020 8983 7979.

### **What information we process about you and why**

This is the information we will collect and how we will use it:

Category	Purpose
Your name, date of birth and contact details (address, phone numbers, email address)	To keep records of you as a volunteer and to keep in touch with you.
Application form / CV	To demonstrate that the recruitment process has been carried out fairly
Next of kin *	To contact in an emergency
Your photograph*	For your security pass / id badge
Gender	To monitor whether we are employing a diverse range of people.
Ethnic origin**	Your ethnicity may be relevant for certain projects which are focused on particular ethnic groups or to match you to clients from similar backgrounds
Languages spoken	To meet the needs of clients
Records of discussions and annual reviews*	To monitor performance
Records of disciplinary action, grievances etc*	To maintain a record of your volunteering in line with our policies
Records of investigations, for example breaches of THFN's policies*	To monitor compliance with policies and deal with any breaches
Your use of IT systems*	To monitor your use of IT systems in line with THFN's acceptable use, data protection and other policies and identify any breaches
Disclosure Barring Service checks	A legal requirement for all volunteering

	roles with THFN which involve personal contact with clients
Details of courses attended and other learning and development opportunities*	To maintain a record of your learning and development

\*Only relevant if you are accepted as a volunteer

\*\* Some of the information that we need to collect is sensitive in nature i.e. it is considered to be in a special category. This includes your ethnic origin. You do not have to provide this information and we can only use it with your consent.

**Keeping your information**

We will usually keep this information for the duration of your volunteering with THFN and for six years after you have left. We may occasionally have to retain it for a longer period if there are any outstanding issues.

If you are not accepted as a volunteer, or you do not take up the role, we will keep your information for not more than 6 months after our last contact with you

We will store your information securely in computer systems or in certain circumstances in hard-copy / paper files kept in locked cabinets. We will securely dispose of all information when it is no longer necessary for the purposes of your appointment.

**Who we will share your information with**

We may share your personal information with:

- All the staff of THFN for the purposes described in this notice
- Funders and potential funders (in an anonymised statistical form)
- Any third party to meet legal or regulatory obligations or in the context of legal proceedings

We only share the minimum amount of personal data necessary to enable us to fulfil our obligations.

We will not sell your personal data.

**Lawful basis for collecting and processing your information**

The law says that we have to meet a legal condition before we can process (including sharing) your personal data. The conditions which apply for the personal data that we process for volunteers are:

**Our legitimate interests:** this allows us to process your personal information (name, contact details etc as set out above) for arranging the provision of services to clients, seeking funding from donors and reporting back to them, managing our operations including our own administrative purposes or to ensure compliance with THFN policies. Examples of this would be in relation to monitoring use of our IT equipment, our internet service and emails. We only share the minimum amount of data necessary to fulfil the business purpose and under strict conditions to ensure your privacy rights are maintained.

**Necessary for compliance with a legal obligation.**

**Necessary for the administration of justice or for the exercise of functions conferred under an enactment:** for example, to provide information in a legal action

**Necessary to protect the vital interests of the individual:** for example, to contact your next of kin in the event of an accident.

Where we need to process **special category personal information** that is not related to a legal requirement or necessary to administer your role as a volunteer, we may ask you for your explicit consent.

### **Your rights**

You have the following rights set out in law concerning your personal information – the right to:

- be informed about how we process your personal data (which is why we have developed this Privacy Notice);
- have access to a copy of the personal information we collect and keep (known as a Subject Access Request);
- have inaccurate or incomplete personal data rectified;
- restrict processing of your personal data in certain circumstances, for example when you are contesting the accuracy or you object to the processing;
- object to processing for direct marketing or for the company's legitimate interests or performance of a task in the public interest, or for purposes of scientific/historical research and statistics
- have your personal data erased in certain circumstances where there is no compelling reason to continue processing it;
- data portability to enable you to receive a copy of your personal data in a machine readable format, allowing you to move, copy or transfer personal data easily to another company;
- claim compensation for damages caused by a breach of the Data Protection Act (this can only be done via the Courts); and
- at any time, withdraw your consent for THFN to use or share your special category personal information where you have previously given us your consent for this.

### **Automated decision making**

THFN does not use automated decision making to make decisions about employees or applicants.

### **Questions and concerns**

If you have any questions about the way in which we collect, process and store your information, or if you want to exercise any of the rights listed above, please speak to the Operations Manager on 020 8983 7979.

### **Right to lodge a complaint**

If you have concerns about the way in which THFN has handled your information you can speak to the independent Information Commissioner's Office. Go to <https://ico.org.uk/concerns/> for more details or phone 0303 123 1113.